



Departmental Quarterly Performance Report

Department Name: Building Code Compliance Office

Reporting Period: 07/01/03– 09/30/03

FY 2002-03

Fourth Quarter

I. Performance Initiatives

Page 2

II. Personnel Status

Page 7

III. Financial Performance

Attachment

IV. Department Director Review

Page 9

Departmental Quarterly Performance Report
Department Name: Building Code Compliance Office
Reporting Period: 4th Quarter FY 2002-03

MAJOR PERFORMANCE INITIATIVES

Describe Key Initiatives and Status

Check all that apply

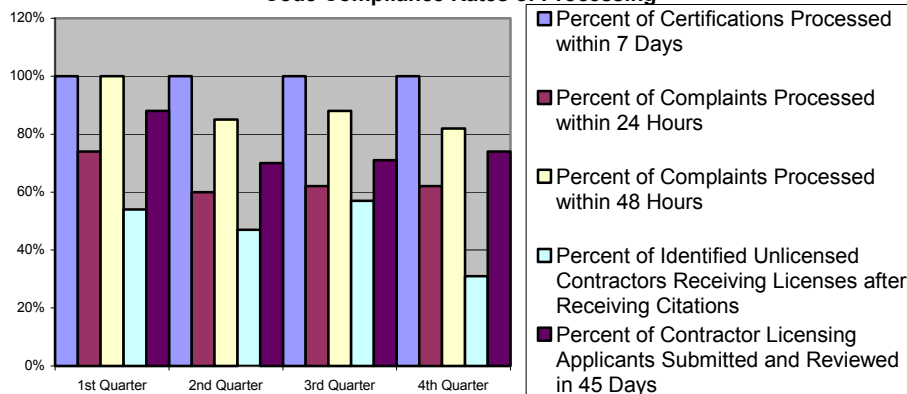
County Mgr. Priority (Circle One): People Service Technology Fiscal Responsibility
CODE COMPLIANCE DIVISION:

Ensure uniformity in enforcing the adopted Florida Building Code by conducting a minimum of four (4) visits per municipality per officer and conducting a minimum of 20 field inspections per office per week. The Code Compliance Specialists have maintained an average of 91/2 inspections per week due to other priorities placed on the Specialists, and recent vacancies. Since the implementation of the FBC, Code Specialists have been concentrating on providing training and continuing education seminars for all Building Officials and Inspectors within 34 municipalities of Dade County. Building Code Compliance staff has conducted 20 FBC workshops and offered over 47 credit hours in this quarter.

☐ Strategic Plan
☒ Business Plan
☐ Budgeted Priorities
☒ Customer Service
☐ ECC Project
☐ Workforce Dev.
☐ Audit Response
☐ Other _____
 (Describe)

County Mgr. Priority (Circle One): People Service Technology Fiscal Responsibility

Code Compliance Rates of Processing



☐ Strategic Plan
☒ Business Plan
☐ Budgeted Priorities
☐ Customer Service
☐ ECC Project
☐ Workforce Dev.
☐ Audit Response
☐ Other _____
 (Describe)

County Mgr. Priority (Circle One): People Service Technology Fiscal Responsibility
CODE COMPLIANCE DIVISION:

Process 80% of certification applications within 7 days of receipt.

- During the fourth quarter of FY 2003 the Code Compliance section processed 100% (58 out of 58) of certification applications within seven days of receipt.

☐ Strategic Plan
☒ Business Plan
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Department Name: Building Code Compliance Office
Reporting Period: 4th Quarter FY 2002-03

<div>County Mgr. Priority (Circle One): <u>People</u> Service Technology Fiscal Responsibility</div> <div><u>CODE COMPLIANCE DIVISION (CONTRACTOR ENFORCEMENT SECTION):</u></div> <div>Enforce Chapter 10 of the County Code as it pertains to unlicensed activity to ensure all contractors who work in Miami Dade County are properly licensed. Respond to 75% of work in progress complaints involving unlicensed contractor activity responded to within 24 hours.<ul style="list-style-type: none">Responded to work in progress complaints within 24 hours 62% of the time, 18 out of 29.Respond to all contractor complaints within 48 hours after receipt of complaint.<ul style="list-style-type: none">Responded to contractor complaints within 48 hours 82% of the time, 169 out of 205.</div>	<div><u>Strategic Plan</u></div> <div><input checked="" type="checkbox"/> Business Plan</div> <div><input type="checkbox"/> Budgeted Priorities</div> <div><input checked="" type="checkbox"/> Customer Service</div> <div><input type="checkbox"/> ECC Project</div> <div><input type="checkbox"/> Workforce Dev.</div> <div><input type="checkbox"/> Audit Response</div> <div><input type="checkbox"/> Other _____ (Describe)</div>															
<div>County Mgr. Priority (Circle One): <u>People</u> Service Technology Fiscal Responsibility</div> <div>License 50% of unlicensed contractors after citations<ul style="list-style-type: none">Licensed 31% of identified unlicensed contractors after receiving citations, 54 out of 176.The reason for the decrease is due to the start up of the new contractor licensing testing agency. Further increase the enforcement of unlicensed contractors by conducting one roadblock per month and one sting operation per quarter. The Contractor Enforcement Section conducted six roadblocks and one sting operation in the fourth quarter.</div>	<div><u>Strategic Plan</u></div> <div><input checked="" type="checkbox"/> Business Plan</div> <div><input type="checkbox"/> Budgeted Priorities</div> <div><input type="checkbox"/> Customer Service</div> <div><input type="checkbox"/> Workforce Dev.</div> <div><input type="checkbox"/> ECC Project</div> <div><input type="checkbox"/> Audit Response</div> <div><input type="checkbox"/> Other _____ (Describe)</div>															
<div>County Mgr. Priority (Circle One): People <u>Service</u> Technology Fiscal Responsibility</div> <div><u>CODE COMPLIANCE DIVISION (CONTRACTOR LICENSING SECTION):</u></div> <div>Provide timely review and approval of tradesman and contractor license applications within an average of 45 days.<ul style="list-style-type: none">Processed 74% of contractor licensing applications within 45 days, 72 out of 97.</div>	<div><u>Strategic Plan</u></div> <div><input checked="" type="checkbox"/> Business Plan</div> <div><input type="checkbox"/> Budgeted Priorities</div> <div><input checked="" type="checkbox"/> Customer Service</div> <div><input type="checkbox"/> Workforce Dev.</div> <div><input type="checkbox"/> ECC Project</div> <div><input type="checkbox"/> Audit Response</div> <div><input type="checkbox"/> Other _____ (Describe)</div>															
<div>County Mgr. Priority (Circle One): People Service <u>Technology</u> Fiscal Responsibility</div> <div><div>Product Control and Administration Process Times</div><div><table><thead><tr><th>Quarter</th><th>Percentage of cashing transactions processed with errors</th><th>Percentage of Product Approval applications initially reviewed within 30 days</th></tr></thead><tbody><tr><td>1st Quarter</td><td>15%</td><td>95%</td></tr><tr><td>2nd Quarter</td><td>5%</td><td>90%</td></tr><tr><td>3rd Quarter</td><td>2%</td><td>65%</td></tr><tr><td>4th Quarter</td><td>2%</td><td>62%</td></tr></tbody></table></div></div>	Quarter	Percentage of cashing transactions processed with errors	Percentage of Product Approval applications initially reviewed within 30 days	1st Quarter	15%	95%	2nd Quarter	5%	90%	3rd Quarter	2%	65%	4th Quarter	2%	62%	<div><u>Strategic Plan</u></div> <div><input checked="" type="checkbox"/> Business Plan</div> <div><input type="checkbox"/> Budgeted Priorities</div> <div><input type="checkbox"/> Customer Service</div> <div><input type="checkbox"/> Workforce Dev.</div> <div><input type="checkbox"/> ECC Project</div> <div><input type="checkbox"/> Audit Response</div> <div><input type="checkbox"/> Other _____ (Describe)</div>
Quarter	Percentage of cashing transactions processed with errors	Percentage of Product Approval applications initially reviewed within 30 days														
1st Quarter	15%	95%														
2nd Quarter	5%	90%														
3rd Quarter	2%	65%														
4th Quarter	2%	62%														

Departmental Quarterly Performance Report

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Reporting Period: 4th Quarter FY 2002-03

<p>County Mgr. Priority (Circle One): <u>People</u> Service Technology Fiscal Responsibility</p> <p><u>PRODUCT CONTROL DIVISION:</u></p> <p>Provide timely review and recommendations on construction products and components used in Miami-Dade County. Complete 100% of initial reviews of applications within 30 days of receipt.</p> <ul style="list-style-type: none"> Completed 63% of reviews within 30 days, 139 out of 219. Due to changes related to the flow of processing applications the reviews have changed therefore have decreased the total number of completions. 	<p><u>Strategic Plan</u></p> <p><input checked="" type="checkbox"/> <u>Business Plan</u></p> <p><u>Budgeted Priorities</u></p> <p><input checked="" type="checkbox"/> <u>Customer Service</u></p> <p><u>Workforce Dev.</u></p> <p><u>ECC Project</u></p> <p><u>Audit Response</u></p> <p><u>Other</u> _____</p> <p>(Describe)</p>
<p>County Mgr. Priority (Circle One): <u>People</u> Service Technology <u>Fiscal Responsibility</u></p> <p><u>ADMINISTRATION (CASHIERING):</u></p> <p>Provide account of all cashiering transactions by improving the accuracy of cashiering transactions from 98% to 99% by reducing the corrections to less than 2%.</p> <ul style="list-style-type: none"> The office processed 99.99% of cashiering transactions with no corrections. 	<p><u>Strategic Plan</u></p> <p><input checked="" type="checkbox"/> <u>Business Plan</u></p> <p><u>Budgeted Priorities</u></p> <p><input checked="" type="checkbox"/> <u>Customer Service</u></p> <p><u>Workforce Dev.</u></p> <p><u>ECC Project</u></p> <p><u>Audit Response</u></p> <p><u>Other</u> _____</p> <p>(Describe)</p>
<p>County Mgr. Priority (Circle One): People Service <u>Technology</u> Fiscal Responsibility</p> <p><u>DIRECTOR'S OFFICE (COMPUTER SECTION):</u></p> <p>To disseminate information regarding the functions of the office by increasing the number of hits to our office website, by posting relevant content from each division.</p> <ul style="list-style-type: none"> The website received an estimated 438,097 inquiries or retrievals of information. 	<p><u>Strategic Plan</u></p> <p><input checked="" type="checkbox"/> <u>Business Plan</u></p> <p><u>Budgeted Priorities</u></p> <p><input checked="" type="checkbox"/> <u>Customer Service</u></p> <p><u>Workforce Dev.</u></p> <p><u>ECC Project</u></p> <p><u>Audit Response</u></p> <p><u>Other</u> _____</p> <p>(Describe)</p>

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<p>County Mgr. Priority (Circle One): <i>People</i> <i>Service</i> <i>Technology</i> <u>Fiscal Responsibility</u> <u>INVOICE TRACKING SYSTEM #897</u></p> <p>Status: Appropriate staff has been identified to coordinate the conversion of manual tracking of invoices and payments into computerized system.</p>	<p><input type="checkbox"/> Strategic Plan <input type="checkbox"/> Business Plan <input type="checkbox"/> Budgeted Priorities <input type="checkbox"/> Customer Service <input type="checkbox"/> Workforce Dev. <input checked="" type="checkbox"/> ECC Project <input type="checkbox"/> Audit Response <input type="checkbox"/> Other _____ (Describe)</p>
<p>County Mgr. Priority (Circle One): <i>People</i> <i>Service</i> <u>Technology</u> <i>Fiscal Responsibility</i> <u>SCANNING CONTRACTOR RECORDS #896</u></p> <p>Status: Old contractor files have been identified and brought on site. An inventory of documents to be purged will be conducted prior to scanning.</p>	<p><input type="checkbox"/> Strategic Plan <input type="checkbox"/> Business Plan <input type="checkbox"/> Budgeted Priorities <input type="checkbox"/> Customer Service <input type="checkbox"/> Workforce Dev. <input checked="" type="checkbox"/> ECC Project <input type="checkbox"/> Audit Response <input type="checkbox"/> Other _____ (Describe)</p>
<p>County Mgr. Priority (Circle One): <u>People</u> <i>Service</i> <i>Technology</i> <i>Fiscal Responsibility</i> <u>REVIEW PRODUCT APPROVAL PROCESS AND CHARGES #571</u></p> <p>Status: Possible participants being identified to have an accurate reflection of the process when review is conducted. The Department has begun to compile the feedback received from clients after they have completed the approval process. This information should give some indication of areas which may need improvement.</p>	<p><input type="checkbox"/> Strategic Plan <input type="checkbox"/> Business Plan <input type="checkbox"/> Budgeted Priorities <input type="checkbox"/> Customer Service <input type="checkbox"/> Workforce Dev. <input checked="" type="checkbox"/> ECC Project <input type="checkbox"/> Audit Response <input type="checkbox"/> Other _____ (Describe)</p>
<p>County Mgr. Priority (Circle One): <i>People</i> <i>Service</i> <u>Technology</u> <i>Fiscal Responsibility</i> <u>LICENSING APPLICATION PROCESS #475</u></p> <p>Status: The contractor license on-line renewal application has been developed.</p>	<p><input type="checkbox"/> Strategic Plan <input type="checkbox"/> Business Plan <input type="checkbox"/> Budgeted Priorities <input type="checkbox"/> Customer Service <input type="checkbox"/> Workforce Dev. <input checked="" type="checkbox"/> ECC Project <input type="checkbox"/> Audit Response <input type="checkbox"/> Other _____ (Describe)</p>
<p>County Mgr. Priority (Circle One): <i>People</i> <i>Service</i> <u>Technology</u> <i>Fiscal Responsibility</i> <u>WIRELESS CONNECTION FOR INVESTIGATORS #678</u></p> <p>Status: The Building Code Compliance Office has identified certain technology tools, which would meet the needs of field personnel enforcing contractor licensing. One existing BCCO laptop with Internet and mainframe capabilities can be equipped to assist staff in issuing citations. Piloting will be conducted during the first quarter of FY2003-04..</p>	<p><input type="checkbox"/> Strategic Plan <input type="checkbox"/> Business Plan <input type="checkbox"/> Budgeted Priorities <input type="checkbox"/> Customer Service <input type="checkbox"/> Workforce Dev. <input checked="" type="checkbox"/> ECC Project <input type="checkbox"/> Audit Response <input type="checkbox"/> Other _____ (Describe)</p>

Departmental Quarterly Performance Report
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County Mgr. Priority (Circle One): *People* *Service* **Technology** *Fiscal Responsibility*
E-COMMERCE APPLICATIONS #677

Status: The e-gov application renewal of contractor licenses was in production during this year's renewal cycle which began July 1- September 30 (4th Quarter).

☐ *Strategic Plan*
☐ *Business Plan*
☐ *Budgeted Priorities*
☐ *Customer Service*
☐ *Workforce Dev.*
☒ *ECC Project*
☐ *Audit Response*
☐ *Other* _____
(Describe)

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PERSONNEL SUMMARY

A. Filled/Vacancy Report

NUMBER OF FULL-TIME POSITIONS*	Filled as of September 30 of Prior Year	Current Year Budget	Actual Number of Filled and Vacant positions at the end of each quarter							
			Quarter 1		Quarter 2		Quarter 3		Quarter 4	
			Filled	Vacant	Filled	Vacant	Filled	Vacant	Filled	Vacant
	55	62	52	9	52	9	58	3	56	6

* Public Safety Departments should report the sworn versus non-sworn personnel separately and Departments with significant part-time, temporary or seasonal help should report these separately.

Notes:

Please note the increase in the number of positions to 62 includes The Senior Quality Assurance Inspector overage position.

B. Key Vacancies

During the fourth quarter of FY 2003 there were two key vacancies in the Code Compliance Division. The Code Compliance Specialist (Building) and the Senior Code Compliance Specialist positions became vacant July 1, 2003, as a result of retirement. Both positions are critical to the Code Compliance Division. The Code Compliance Specialist was filled during the fourth quarter and The Senior Code Compliance Specialist will be filled during the beginning of the first quarter of FY-2004. The following are the 6 vacancies at the end of this quarter, September 30, 2003:

- Senior Quality Assurance Inspector (1)
- Code Compliance Investigator (2)
- Code Compliance Specialist (1)
- Senior Code Compliance Specialist (1)
- Office Support Specialist 3 (1)

The Senior Quality Assurance Manager Inspector was approved as an overage during the year. This critical position will be filled during the beginning of the first quarter of FY-2004.

C. Turnover Issues

The Building Code Compliance Office has not experienced a turnover problem.

D. Skill/Hiring Issues

The Building Code Compliance Office has experienced small pools of applicants when recruiting some department specific positions such as the Code Enforcement Investigator positions and the Senior Code Compliance Specialist position. The need for additional space and or reconfiguration of existing space is critical to accommodate new personnel.

Departmental Quarterly Performance Report
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E. Part-time, Temporary and Seasonal Personnel
(Including the number of temporaries long-term with the Department)

The Building Code Compliance Office currently has 2 budgeted Part-time positions. There is a Clerk 2 position in the Contractor Section with \$16, 514 year to date expenses, and a vacant Clerk 2 position in the Product Control Section with \$0 year to date expenses.

At the end of this quarter, there were 5 temporary positions, of which 3 are long-term temps that contribute to the functions of the department. However, these 3 positions have had several assignments due to needs of the office. The total fiscal year expenses for temporary help is \$135,987.

F. Other Issues

Revision to Chapter 8 of the County Code:

The Board of County Commissioner adopted chapter 8 on July 10, 2001 except for Article II, Enforcement personnel. The Commission requested a public workshop and a revised Article II of Chapter 8 to be presented for adoption. This item is scheduled to go before the BCC for consideration on the adoption of requirement for code in November 2003.

Revision to Chapter 10 of the County Code:

Chapter 10 amendments are scheduled to go before the BCC for approval, on November 2003. These amendments modify local license scope of work and experience requirements to be equivalent to State requirements. Also, specifically non-exam licenses are being listed into the Code and require future applicants to be tested on business and safety matters. Disciplinary procedures and the Construction Trades Qualifying Board membership are also modified in the proposal.

Product Control – Quality Assurance

As a result of new legislation, The Building Code Compliance Office was designated as an approved quality assurance entity. The Product Control Division will be tasked to audit the quality assurance programs of manufacturers and audit production quality of products. The Office is preparing and addressing staffing levels in order to provide the state mandated function.

Departmental Quarterly Performance Report
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STATEMENT OF PROJECTION AND OUTLOOK

The Department projects to be within authorized budgeted expenditures and projects that available revenues will exceed expenses except as noted below:

Notes and Issues:

(Summarize any concern or exception which will prohibit the Department from being within authorized budgeted expenditures and available revenues)

The Building Code Compliance Office did not exceed budgeted expenditures.

*See attached Financial Summary Spreadsheet

DEPARTMENT DIRECTOR REVIEW

The Department Director has reviewed this report in its entirety and agrees with all information presented including the statement of projection and outlook.

Signature
Department Director

Date_____

Departmental Quarterly Performance Report
Building Code Compliance Office
4th Quarter - FY 2002-2003

Financial Summary

	PRIOR YEAR Actual	FY 2002-03						
		Total Annual Budget	Quarter - 4		Year -to-Date			
			Budget	Actual	Budget	Actual	\$ Variance	% of Annual Budget
Revenues								
Director's Office/Administration	7,567,000	6,358,000	198,000	168,982	6,358,000	8,254,803	1,896,803	130% ⁽¹⁾
Licensing and Enforcement	2,015,000	1,853,000	463,000	1,064,015	1,853,000	2,058,274	205,274	111% ⁽²⁾
Code Compliance	2,096,000	2,009,000	502,000	771,263	2,009,000	2,603,086	594,086	130% ⁽³⁾
Product Control	2,349,000	2,548,000	637,000	626,382	2,548,000	2,432,565	-115,435	95% ⁽⁴⁾
Total	14,027,000	12,768,000	1,800,000	2,630,642	12,768,000	15,348,728	2,580,728	120%
Expenditures *								
Director's Office/Administration	1,470,000	7,118,000	1,779,000	-559,432	7,118,000	1,574,338	-5,543,662	22% ⁽⁵⁾
Licensing and Enforcement	1,703,000	2,515,000	629,000	1,749,480	2,515,000	2,851,919	336,919	113% ⁽⁶⁾
Code Compliance	1,274,000	1,560,000	390,000	590,869	1,560,000	1,277,894	-282,106	82% ⁽⁷⁾
Product Control	1,811,000	1,575,000	394,000	615,924	1,575,000	1,444,299	-130,701	92% ⁽⁸⁾
Total	6,258,000	12,768,000	3,192,000	2,396,841	12,768,000	7,148,450	-5,619,550	56%

*Expenditures are reported by activity as contained in the Department Budget

Equity in Pooled Cash

Fund/ Subfund	Prior Year	Projected at Year-end as of			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
♦GF0300034	8,169,000	8,409,000	8,094,000	8,080,000	8,625,000
Total	8,169,000	8,409,000	8,094,000	8,080,000	8,625,000

Comments:

⁽¹⁾ Experienced greater earnings in the prior fiscal year, which contributed to greater than anticipated carry over.

⁽²⁾ Collected more Contractor License fees than anticipated in the budget.

⁽³⁾ Collected more Code Compliance fees from municipalities in Miami-Dade County than anticipated in the budget.

⁽⁴⁾ Collected less Product Approval fees than anticipated in the budget.

The majority of the Accounts Receivables for the department are related to Product Approval fees. The total Accounts Receivables for the Fiscal Year consist of 1042 invoices, with a total amount of \$715,754.79. The Aged Receivables consist of \$627.50, 30 days past due, \$6,249.75, 60 days past due, and \$4,042.00, 90 days past due.

⁽⁵⁾ The actual expenditures do not include the budgeted contingency. In addition, there were three vacant positions during the first three quarters of the fiscal year and one vacant position for the entire fiscal year. The three vacancies were one in each of the following sections: Director, Administration and Unsafe Structures.

⁽⁶⁾ The variance is due to settlement court costs in the amount of \$618,039.00 related to case no. 97-08286CA 24, Bill Stroop Roofing Inc. vs. Metropolitan Dade County. However, the Code Enforcement Section had three vacant positions in the first two quarters and two in the last two quarters, which would have resulted in lower expenditures for the year.

⁽⁷⁾ The variance for the fiscal year is due to the existence of various vacant positions in the Code Compliance Section throughout the year.

⁽⁸⁾ The variance is due to the existence of one vacant position in the Product Control Section in the first two quarters of the fiscal year.